



## **Blanchet House of Hospitality**

**Serving our housing & food insecure communities**

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### **Job Description: Director of Programs & Services**

Starting Salary: \$80,000

Full Time/Exempt

On-site position; may require evening or weekends

Reports to: Executive Director

#### **BLANCHET HOUSE IS:**

Founded in 1952, Blanchet House is a nonprofit social service agency whose mission is to feed, shelter, and aid those in need of compassionate, supportive restoration. In addition to serving three meals per day, six days a week at our downtown Portland location, Blanchet House shelters and assists homeless men in their transformation to self-sufficiency. We also operate Blanchet Farm, a 62-acre working farm in Yamhill County where men participate in 12-step/peer support recovery. Blanchet House of Hospitality takes pride in providing a safe, healthy, and respectful environment for everyone in our community.

#### **OUR VALUES:**

**Hospitality** We welcome everyone into our home with kindness and compassion.

**Dignity** We respect the inherent value of everyone inside and outside our organization.

**Hope** We foster optimism and the belief that good things can happen when we work together.

**Integrity** We are honest, reliable, and trustworthy.

**Community** We build relationships and strive toward common goals.

**Authenticity** We honor everyone's right to be their unique self.

#### **ABOUT THE ROLE:**

Blanchet House is seeking its next Director of Programs & Services! Throughout the current homelessness and food insecurity crisis, Blanchet House has sustained and expanded programs and services to meet the extraordinary need in our community. This is a unique opportunity to join a leading Portland nonprofit with a mission to alleviate suffering and promote hope. If you're passionate about making a difference and finding unexplored areas for growth, please apply.

The Director of Programs & Services serves an important leadership and administration role at Blanchet House, partnering with the Executive Director and the Leadership Team to advance Blanchet House's mission and services. The Director of Programs & Services is responsible for the supervision and management of the following programs and services at Blanchet House's Old Town location: Day Center Services (meal and adjacent supportive services); residential program; volunteer program; and in-kind donations program. In this role, the Director of Programs & Services provides essential oversight for daily operations. This leader also provides significant assistance with community engagement, human resource/personnel and facility matters, as well as with the organization's pursuit of strategic initiatives.



The Director of Programs & Services acts on behalf of the Executive Director when assigned or in emergency or urgent situations where the Executive Director is unavailable.

#### **OUR PROFESSIONAL COMMUNITY:**

Blanchet House staff members foster a professional community and contribute to the organization's wellbeing. Staff members take active roles in Blanchet House's community and culture in a variety of ways in addition to their essential responsibilities. They advance the Blanchet House Mission, our core values, and our commitment to be a house of hospitality.

Blanchet House staff members act with the highest degree of professionalism and integrity. They value compassion and respect for the dignity of others in their work; and they promote the safe, healthy, and friendly experiences of all Blanchet House community members. They respect and support appropriate personal and professional boundaries.

Blanchet House staff members develop and promote professional, collaborative, and collegial relationships to the benefit of one another, our organization, and the communities we serve. Staff members exhibit a growth mindset about professional goals and growth. They respect and work effectively with people from different cultures and with different perspectives and experiences. They learn from and build on diverse cultural and community perspectives and experiences. They are open to learning how unconscious bias may affect how we interact with individuals representing a variety of cultural, ethnic, language, and life experiences.

#### **YOUR STRENGTHS:**

- Able to work with, direct, and serve others experiencing complex issues with compassion and respect for their inherent dignity.
- Able to work effectively in a trauma-informed environment and with individuals in a recovery and self-improvement program.
- Cultural competence - to understand and value clients' unique perspectives, experiences, and histories.
- Exceptional listening and coping skills.
- Flexible and collaborative with an ability to reach consensus and respect differing points of view.
- Able to exercise sound independent judgment and initiate/complete tasks with minimal supervision.
- Appreciation for how your responsibilities support and affect your colleagues' work and the organization as a whole.
- Organization and time management - to prioritize and work on multiple projects to completion.
- Able to solve problems and navigate challenges successfully.
- Excellent attention to detail and the need for accuracy and conscientiousness in your work.
- Strong sense of responsibility, commitment, and follow through. You are dependable.
- Excellent interpersonal skills including showing a positive, supportive, and friendly attitude.
- Capable of keeping sensitive, personal, and confidential information private.
- Willing to learn new things and keep an open mind.



## THE POSITION

### DAY-TO-DAY:

- Provide leadership and supervision over the Day Center Services, volunteer/donations, and residential programs and services.
  - Promote effective collaboration between the Day Center Services and Residential Program Teams and their activities.
  - Ensure that meal services and adjacent supportive services are effectively staffed and operated; manage staff coverage needs due to staff member absences or volunteer shortages.
  - Support the Volunteer & Community Engagement Manager in their oversight of the volunteer program and management of volunteers and their service.
  - Partner with and provide support to Development and Communications staff on projects and initiatives in support of Blanchet House services.
- Oversight of the organization's day-to-day operations, including facility needs and response to situations.
  - Provide direct support to staff and guests through trauma-informed crisis management and de-escalation.
  - Provide oversight to services provided at or for Blanchet House by other service providers and agencies.
  - Provide oversight and support for Blanchet House's meals-to-go program.
  - Lead and participate in staff and committee meetings, Blanchet House's culture and community, and the day-to-day services of the organization.
  - Be a visible and approachable resource for staff.
- Partner with the Executive Director with coordination of the organization's current projects, initiatives, and policy positions.
  - Partner with the Executive Director in essential leadership activities, including human resources, finances, and organizational planning.
  - Actively communicate with the Executive Director about ongoing, emerging, and emergency issues and situations.
  - Partner with the Executive Director and other leadership team members to chart Blanchet House's future growth and strategic response to an ever-increasing demand for services. This includes growing the organization's fee-based meal service for other organizations seeking assistance feeding their clients and communities.
  - Act as the point-of-contact and liaison for the Old Town In-Reach Program, PBEM/COAD, and other partner agencies and organizations.
  - Develop and manage staff training, professional development, and self-care programs.
  - Provide oversight and support for data collecting, tracking, and analysis with regards to the Day Center Services operations and the residential program.
  - Provide oversight for and revise/develop SOP's, protocols, and other organization charts and materials (including shared files on Sharepoint).

**BIG PICTURE OPERATIONS:**

- Manage the organization in the absence of the Executive Director (Old Town and Blanchet Farm), leading responses to emergencies and other situations requiring leadership and response.
- Represent Blanchet House in the community, including media, professional associations, City/County committee and task forces, and other public collaborations relevant to Blanchet House services, strategic initiatives, and relationship building.
- Promote thoughtful leadership around specific topics relevant to Blanchet House's mission and services.
- Promote and ensure compliance with Blanchet House policies, procedures, and expectations; develop new policies and procedures to ensure safe and effective operations.
- Role model positive community standards and uphold Blanchet House core values.
- Interact with residents in ways that are trauma-informed, positive and uplifting, and with sensitivity to their lived experience. This includes when interactions involve disagreements, conflicts, or violations of Blanchet House policy, rules, or expectations.
- Respect confidentiality at all times (confidentiality should be tempered with sensitivity to the well-being and safety of other residents, Blanchet House staff and volunteers, and the organization).
- Promote and protect the confidentiality, privacy, and security of donor information, Blanchet House financial accounts, and other organization data and digital systems, portals, and platforms.
- Be knowledgeable of Blanchet House emergency procedures and how to respond in the event of a crisis or emergency, including a medical emergency.
- Participate in Blanchet House's culture and community and the day-to-day services of the organization.
- Provide program leadership and effective problem solving to promote effective services and operations.
- Support Blanchet House's sustainability efforts and commitment to zero-food waste.
- Support in-kind and financial donations by promoting effective and beneficial relationships with donors.

**SUPERVISORY RESPONSIBILITIES:**

Provides direct report supervision of all Day Centers Services staff and the Volunteer & Community Engagement Manager.

**QUALIFICATIONS:**

In addition to any required experience or training, Blanchet House will consider relevant work experience, volunteering, education and training, and transferable skills.

- Earned bachelor's degree, or higher, from an accredited institution of higher education.
- At least five years nonprofit experience; experience in leadership, which may include managing and guiding staff members, overseeing and developing programs, and building beneficial relationships in the community, preferred.
- Professional or lived experience working with individuals experiencing homelessness or food insecurity. Understanding of mental health and addiction related issues is a plus.
- Ability to effectively contribute to a professional environment and work with the highest regard for confidentiality and appropriate professional boundaries.



- Possesses insight pertaining to matters of diversity, equity, inclusivity, and social justice; understands how implicit bias may affect working effectively with individuals representing a variety of cultural, ethnic, language and life experiences.
- Ability to work effectively in a trauma-informed environment and with individuals in a recovery or self-improvement program; ability to work with, direct, and serve others with compassion and respect for their dignity.
- Ability to work with minimal supervision with considerable latitude for independent judgment and actions in day-to-day operations.
- Excellent interpersonal and communication skills as well as the ability to develop strong relationships with a variety of organizational stakeholders and when working with people with different backgrounds and life experiences.
- Ability to attend to multiple projects, prioritize, and manage time effectively; excellent attention to detail and the need for precision and diligence in one's work.
- Proficient with Microsoft Office Suite, including Teams, Outlook, Calendar, Word, and Excel. Able to effectively use virtual meeting platforms and learn new technology. Able to track and organize data accurately and in a timely manner.

**OUR BENEFITS:**

Eligible benefits include: health/dental/vision coverage for the employee; Canopy Employee Assistance Program (incl. household members); Simple IRA program with (up to) 3% employer match; generous Paid Time Off/Paid Holiday benefit (>5 weeks in Year 1); paid professional development; a work anniversary bonus; cell phone stipend; free meals and parking at Blanchet House.

**OUR ENVIRONMENT:**

Many Blanchet House clients experience physical and/or mental health disabilities, mental health and/or addiction crisis, and trauma. Blanchet House also serves a diverse community, and we serve regardless of an individual's race, ethnicity, religious/faith, gender, sexual orientation, or gender identity. Employees must be willing and able to safely and successfully work in this environment and with marginalized, vulnerable community members.

**PHYSICAL DEMANDS:**

Physical requirements are consistent with physical duties needed from general office staff and event personnel (set-up and break-down duties).

**INTENTIONAL EQUITY:**

Blanchet House is committed to advancing equity and justice in our organization and in our community. This commitment inspires the Blanchet House staff to:

- Be intentional in our work toward equity and inclusion.
- Work toward a deeper understanding of the historical, systemic, and contemporary structures and actions of racism and other forms of discrimination, prejudice, and bias.
- Achieve a great understanding of and work toward correcting our own implicit biases.
- Continually identify inequities, eliminate barriers, and innovate our practices to better serve each other's experiences and needs.



- Staying engaged in the pursuit of equity and consistently seeking to repair and improve our understanding, practices, and services where we fall short.

Background check, drug screen, and proof of authorization to work in the U.S. required prior to hire.

**Interested applicants should send a cover letter and resume to [careers@blanchethouse.org](mailto:careers@blanchethouse.org).**

No phone calls please.

*Blanchet House of Hospitality is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex, pregnancy), national origin, disability, age, gender identification, sexual orientation, genetic information, or any other status protected under applicable federal, state or local law. Our policy reflects and affirms Blanchet House of Hospitality's commitment to the principles of fair employment and the elimination of all discriminatory practices.*

Job descriptions are a summary of a position's duties and responsibilities. They are descriptive in nature and do not necessarily define every function of a position.